

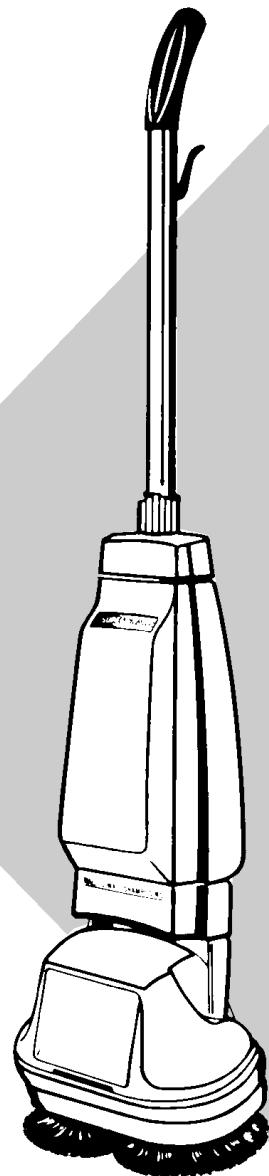
# HOOVER®

## FloorMAX™ Supreme Hard Floor Machine and Carpet Shampooer

Owner's Manual  
English → pp. 1-10  
Español → pág. 11-18  
Français → p. 19-26



Review this manual  
before operating cleaner.



### Thank you for selecting a HOOVER product.

This cleaner was inspected and packaged carefully before being shipped from the factory. If you should happen to need assistance during assembly or operation, call

**1-800-944-9200** for automated referral of authorized service outlet locations (U.S. only) or

1-330-499-9499 to speak with a representative in our Consumer Response Center or

Visit us online at **www.hoovercompany.com** to find the service outlet nearest you (click on the "Service" button).

**PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE.**

## Fill in and retain

The model and serial number are located on the rear wheel cover of floor machine.

For your personal records, please enter the COMPLETE model and serial number in the spaces provided and retain this information.

Your floor machine is model \_\_\_\_\_

and has serial number \_\_\_\_\_

It is suggested that you attach your sales receipt to this owner's manual. Verification of date of purchase may be required for warranty service of your Hoover product.

## IMPORTANT SAFEGUARDS!

When using an electrical appliance, always follow basic precautions, including the following:  
READ ALL INSTRUCTIONS BEFORE USING THIS APPLIANCE

### Index

Accessories .....	3, 10
Assembly .....	3-4
Dry-Cleaning Carpet & Rugs.....	6
Floor Care Hints .....	10
HowTo Use.....	4-9
Cleaning Floors.....	6-7
Polishing & Buffing Floors.....	8
Shampooing Carpet & Rugs.....	5-6
Waxing Floors.....	7
If You Have A Problem.....	9
Service .....	9
Important Safeguards .....	2
Maintenance.....	8-9
Lubrication.....	9



© 1978, 1990, 1998 The Hoover Company  
[www.hoovercompany.com](http://www.hoovercompany.com)

**WARNING:** To reduce the risk of fire, electric shock, or injury:

- Use indoors only.
- This appliance is provided with double insulation. Use only identical replacement parts. See instructions for servicing of double-insulated appliance under "Service".
- Close supervision is necessary when any appliance is used by or near children. Do not allow this appliance to be used as a toy or to run unattended at any time.
- Keep hair, loose clothing, fingers, feet and all parts of body away from openings and other moving parts. Do not operate floor machine in bare feet or when wearing open toe shoes or sandals.
- Do not use with flammable or combustible liquids such as gasoline or use in areas where they may be present.
- When using chemicals with this machine, be certain area is well ventilated.
- Follow manufacturer's instructions for all chemicals used with this machine. Do not exceed recommended mixing ratios.
- Use only commercially available floor cleaners and waxes intended for machine application.
- Use extra care when cleaning on stairs.
- Do not put any object into openings. Do not use with any opening blocked; keep free of dust, lint, hair, or anything that may reduce air flow.
- Unplug the cord from outlet when not in use or when taking off or putting on brushes or pads. Be sure handle is in upright position before attaching or removing plug from outlet.
- Always disconnect cord from electrical outlet before servicing the floor machine.
- Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord. Never handle plug or appliance with wet hands.
- Do not pull or carry by cord, use cord as a handle, close door on cord or pull cord around sharp edges or corners. Do not run appliance over cord. Keep cord away from heated surfaces.
- The use of an extension cord is not recommended. If an extension cord is absolutely necessary, use one with an electrical rating equal or greater than the voltage and amperes specified on the data plate located on the wheel cover.
- Do not use with damaged cord or plug. If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, take it to a Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot).
- Use appliance for its intended use as described in this owner's manual. Use only attachments recommended by The Hoover Company; others may cause hazards.

**SAVE THESE INSTRUCTIONS!**

# Questions or Concerns?

The Hoover Company wants to quickly resolve any concerns about your cleaner or questions regarding its use. Look on the list provided with the product for your local **Hoover Factory Service Center** or in the Yellow Pages under "Vacuum Cleaners - Household" for the nearest **Authorized Hoover Warranty Service Dealer** (Depot) or call:

**1-800-944-9200** for an automated referral of authorized service locations (U.S. only) OR  
**1-330-499-9499** to speak with a representative in our Consumer Response Center OR

Visit us online at [www.hoovercompany.com](http://www.hoovercompany.com) to find the service outlet nearest you (click on the "Service" button).

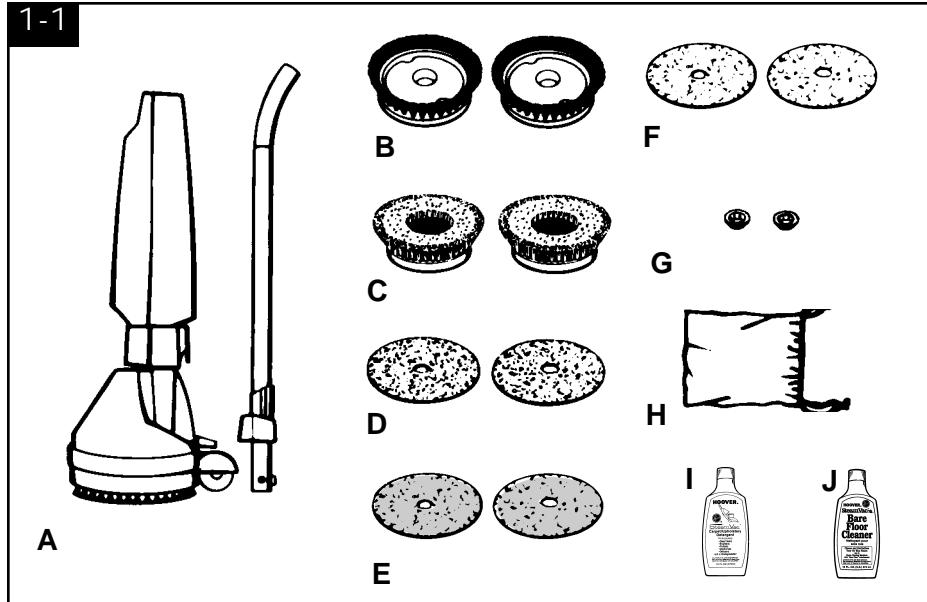
**PLEASE DO NOT RETURN THIS PRODUCT TO THE STORE OR SEND IT TO NORTH CANTON FOR SERVICE.**

## 1. Assembly

### Carton contents

Unpack the floor machine and identify the accessories shown. Remove and dispose of the packing.

- A. Floor Machine and Upper Handle**
- B. Shampoo Brushes**
- C. Power Scrub and Cleaning Brushes**
- D. Felt Buffing Pads (gray)**
- E. Heavy Duty Cleaning and Waxing Pads (yellow)**
- F. Soft Cloth Pads (beige)**
- G. Fasteners**
- H. Accessory Bag**
- I. Rug and Carpet Shampoo**
- J. Bare Floor Cleaner**

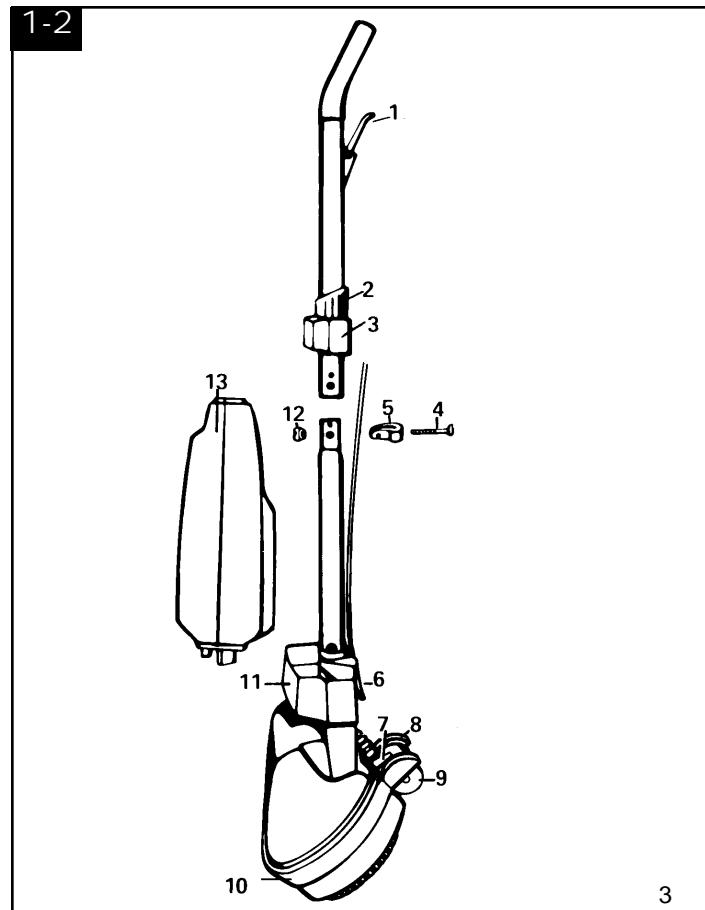


### Description

- 1. Trigger:** squeeze to dispense shampoo solution on carpets and rugs or scrubbing solution on hard surface floors.
- 2. Tank cap lock**
- 3. Tank cap:** holds tank securely in place during use.
- 4. Bolt**
- 5. Cordclip:** holds cord in place.
- 6. Cord storage hook:** used with trigger to wrap cord for storage.
- 7. Handle release:** press with foot to release handle from lock position.
- 8. Rear wheel cover**
- 9. Wheels:** allow floor machine to be tilted and moved from one area to another.
- 10. Splash guard:** prevents solution from splashing baseboards.
- 11. Tank support:** holds the tank.
- 12. Nut**
- 13. Tank:** holds shampoo solution for shampooing carpets and rugs; holds cleaning solution for scrubbing floors.

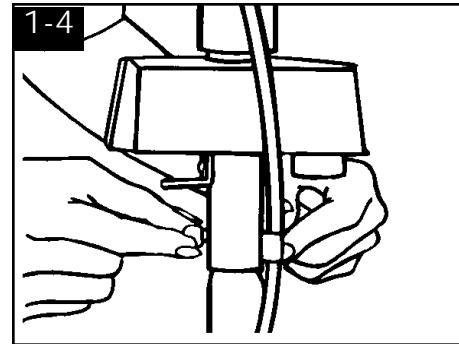
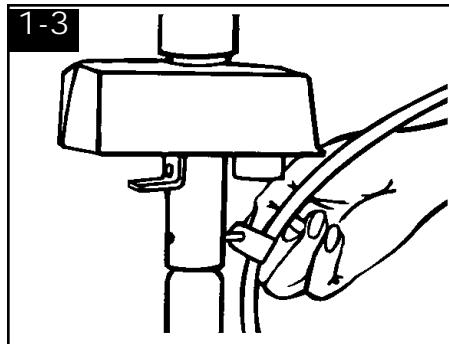
**Operate only at voltage specified on rear wheel cover.**

**This appliance is intended for household use.**



## Connect handle

Remove tank from shampoo-polisher and remove nut, bolt and cord clip from top of lower handle section.



Join upper and lower handles, lining up holes. Place cord clip around cord with flat side toward handle and holes to front.

Insert bolt through cord clip and through small holes of handle; secure with nut. Pull up slack in cord and tighten nut with screwdriver.

## 2. How to use

### Polarized plug

To reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.

### ON-OFF switch

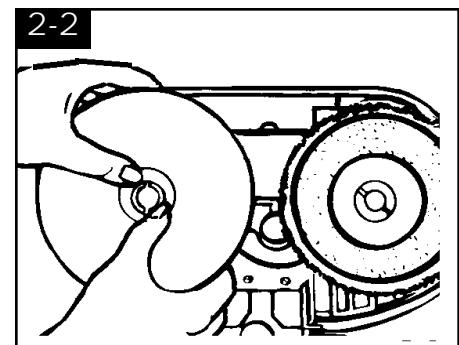
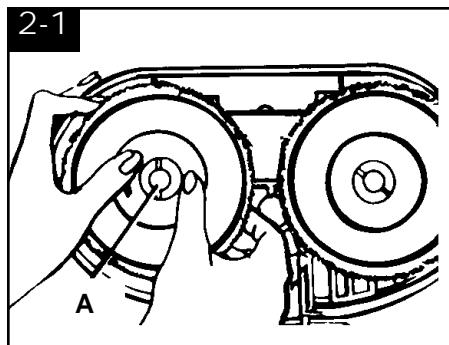
**The floor machine's ON-OFF switch is internal and is operated by lowering and raising the handle. Be sure handle is in lock (upright) position before connecting power cord to wall outlet.**

Start floor machine by pressing handle release lever and lowering handle. Raise handle to lock position to stop floor machine.

### Attaching and removing brushes and pads

**Disconnect from electric circuit before putting on or removing brushes.**

Place shampoo-polisher upside down on flat surface.



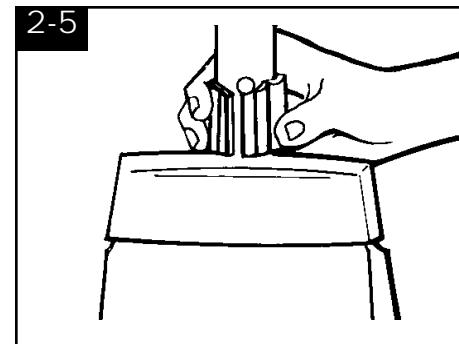
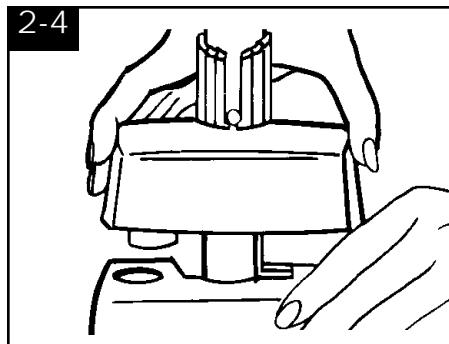
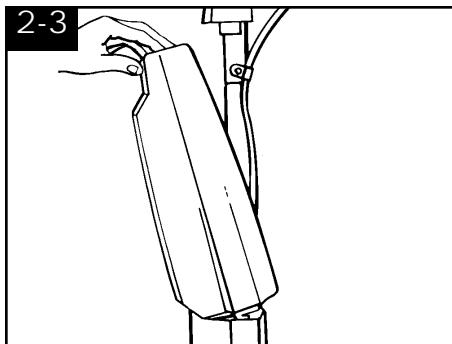
#### To attach brushes

Press each brush down firmly over brush shaft (A), rotating brush until it clicks into position. To remove—grasp center of brush with thumb and fingers and lift up.

#### To attach pads

Insert end of fastener through opening in pad. Place pad over **power scrub and cleaning brushes only**.

The fastener fits around the brush shaft. Press the fastener to snap into place. Unsnap fastener to remove pad.



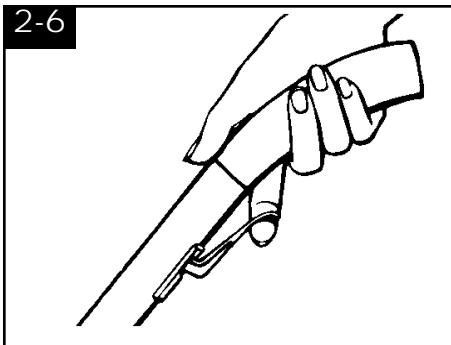
### Attaching tank

Attach brushes and pads before attaching tank.

Set bottom of tank into tank support.

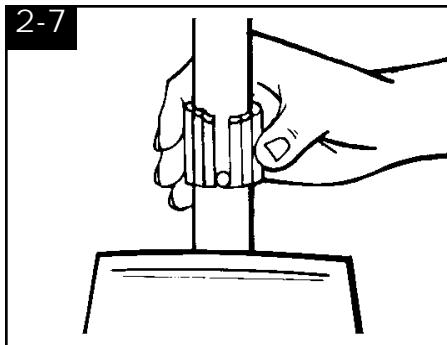
Turn tank cap lock until the rivet is directly above slot. Raise tank cap lock and tank cap. Snap tank against handle.

Push tank cap down. Slide cap lock down and turn right or left to lock tank and cap into position.



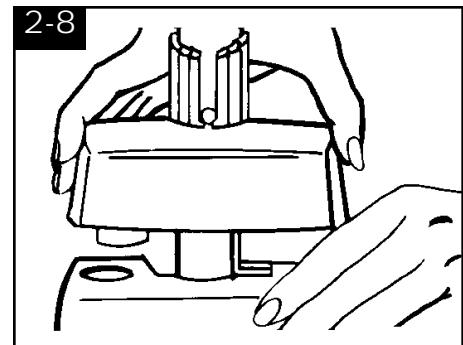
### Dispensing solution

Squeeze trigger to dispense cleaning solution onto carpet, rug or floor.



### Removing tank

Turn tank cap lock until the rivet is directly above slot. Lift up lock and tank cap.



Pull top of tank forward; lift tank from floor machine.

## Cleaning floors

There are three methods of cleaning hard surface floors:

**1. Water method** - used for all floors that can be cleaned with soap or detergent and water solution.

**2. Solvent cleaning wax method** - used for wood and other floors that may be damaged by water solutions.

### 3. Direct application cleaning method

- used for polyurethane sealed hard wood and sealed laminate floors that require periodic restoration.

### 1. Water method

Linoleum, asphalt, rubber, vinyl, masonry and stone floors may be cleaned with a soap or detergent and water solution. Use the floor machine to dispense cleaning solution and to scrub floor.

#### Do not use the water cleaning method on wood floors.

1. Vacuum floor thoroughly to remove loose dirt and litter.

2. Attach power scrub and cleaning brushes. If there is a heavy accumulation of wax to remove, snap on heavy duty cleaning and waxing pads over brushes with fasteners.

3. Remove tank. Fill with HOOVER Bare Floor Cleaner as directed on detergent container. Replace tank.

Concentrated ammonia solution must be used to remove some wax. If using a product specifically for wax removal, **read caution label and follow instructions on container.**

**4.** Connect cord to a wall receptacle. Press handle release lever and start floor polisher by lowering the handle.

**5.** Start at the end of a room and apply solution to a 3 ft. x 6 ft. (1m x 2m) area by squeezing the trigger occasionally. Release the trigger and scrub the area as necessary. When removing hardened wax, allow solution to remain on the floor 3-5 minutes. Do not let solution dry on the floor. Wipe up suds with a dampened mop, sponge, or cloth.

**6. Rinse floor thoroughly** to completely remove cleaning solution and eliminate dulling and streaking. Scrub and rinse each section of the floor the same way.

**7. Let the floor dry before waxing.** Brushes should be rinsed to remove detergent and allowed to dry before using them to polish or buff.

## 2. Solvent cleaning wax method

Wood and other floors may be damaged by using water solutions; therefore, use only those cleaners and waxes recommended specifically for these types of floors.

The following directions are for cleaning wood or other floors with a cleaning polishing solvent base **liquid wax**.

**1.** Vacuum floor to remove loose dirt and debris. Wipe up sticky spots with a damp cloth.

**2.** Apply wax-cleaner according to manufacturer's instructions on the container.

**Do not dispense wax from tank. Do not use floor machine to apply solvent base liquid wax to the floor.**

**3.** Refer to "Polishing and buffing floors".

## 3. Direct application method

Polyurethane sealed hard wood and sealed laminate flooring can be cleaned using a floor cleaner specially formulated for this type of floor. Check with the flooring manufacturer for a recommended cleaner. Your floor machine can be used periodically with this type of cleaner to help restore the floor's luster.

**1.** Vacuum floor thoroughly to remove loose dirt and debris.

**2.** Attach the soft cloth pads to floor machine referring to directions for Figs. 2-1 and 2-2.

**3.** Following directions on cleaner bottle, start at one end of a room and apply cleaner to a 3 ft. x 6 ft. (1m x 2m) area.

**Do not dispense wood floor cleaner from the tank.** Connect floor machine

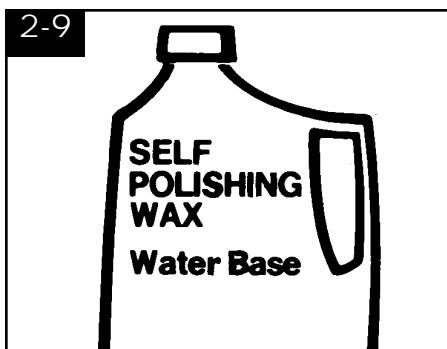
cord to a wall receptacle. Press handle release lever and start floor machine by lowering handle.

**4.** Move the floor machine slowly over the area until the floor is completely dry. During the transition from wet to dry, the floor machine will seem to "labor" (motor sound will change and the floor machine may feel different) until the floor cleaner has dried completely. The floor machine motor will then return to its original sound and feel.

**5.** To restore shine to stubborn areas, attach the heavy duty cleaning and waxing pads and repeat steps 3 and 4. Such areas can also be dry buffed (without applying a wood floor cleaner) using the heavy duty cleaning and waxing pads.

## Waxing floors

There are two types of wax to use on hard surface floors: water-base and solvent-base.



## 2. Solvent-base wax

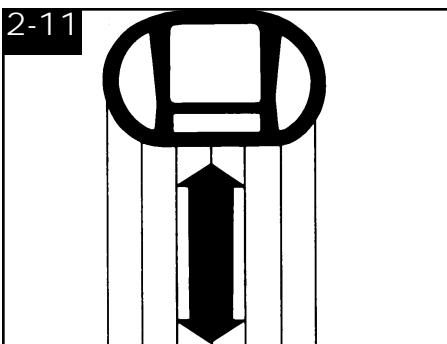
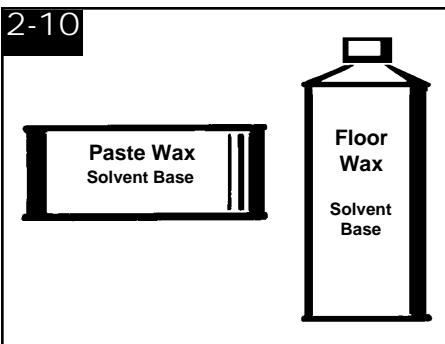
Solvent-base wax can be identified by the caution statement: "Flammable" or "Combustible" on the label. It is used on wood floors and can be polished and buffed when dry. **Do not use solvent-base wax on asphalt or rubber tile or other hard surface floors unless specified by the manufacturer.**

There are two kinds of solvent-base wax: paste wax and liquid cleaning-polishing wax.

### 1. Water-base wax

Water-base wax is a self-polishing wax which does not contain a petroleum solvent. It can be used on all hard surface floors except wood.

**Follow the directions on the container to apply. Do not polish or buff this wax.**



#### a. Paste wax

To spread wax evenly, attach power scrub and cleaning brushes to floor machine and snap on heavy duty cleaning and waxing pads.

Spread a thin coat of wax on pads or spread a small amount on floor with spatula. Start by pressing handle release lever and lowering handle. Apply wax to floor, by guiding in straight lines or with grain of the wood, until the wax is spread evenly.

#### b. Cleaning-polishing wax

This type of wax is used to clean as well as wax floors. Apply wax according to instructions on the container. **Use the floor machine only to polish floors when this type of wax is used.** Refer to section "Cleaning floors-Solvent cleaning wax method".

### Polishing and buffing floors

Floors waxed with **solvent-base wax** may be polished and buffed with the floor machine.

1. Be sure wax is thoroughly dry before polishing. This usually takes 20-30 minutes but may take longer in damp weather.
2. Use power scrub and cleaning brushes to polish floor. Press handle release and start by lowering handle. Guide the floor machine in straight lines or with the grain of the wood.
3. A double coat of wax will give floors more protection. Let wax dry thoroughly and polish after each application.

#### To achieve a high luster finish

1. Attach felt buffering pads over power scrub and cleaning brushes using fasteners. Polish to a soft shine by guiding floor machine in straight lines or with the grain of the wood. If more shine is desired proceed to step 2.

2. Remove felt buffering pads and attach high luster pads (available at additional cost). Once again, guide the handle in straight lines or with the grain of the wood to achieve a high luster finish.

#### To keep floors bright and shiny

Floor should be buffed frequently to restore sheen and remove scratches and marks. This lengthens the time between waxings. Before buffing, use a vacuum cleaner to remove dust and dirt and damp cloth to remove sticky particles. Stubborn spots, such as black heel marks, can be removed by rubbing gently with very fine steel wool dampened with wax.

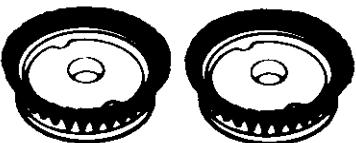
If traffic areas need to be re waxed and polished, and a solvent-base wax has been used on the floor, apply wax only to these areas then buff the entire floor.

# Shampooing carpet and rugs

**For best results, use HOOVER Rug and Carpet Shampoo. A carpet shampoo designed specifically for rotary and foam type carpet shampooers can also be used.**

**Use shampoo only in concentration as recommended on container.**

2-12



**Use only shampoo brushes on carpet and rugs.**

Shampoo in dry weather or when your home is heated to ensure fast drying of carpet.

Wool, wool blends and synthetic fiber can be shampooed successfully. Cotton fibers are non-resilient, "matt" easily, absorb large quantities of water, and dry very slowly. Because of these characteristics, it is not recommended that you shampoo cotton rugs or carpet with your floor machine.

## Before you begin

### 1. Test for colorfastness

Apply some HOOVER Rug and Carpet Shampoo solution (shampoo mixed with water according to directions on the shampoo container) or a dry foam to a small inconspicuous area of the carpet and rub with a white cloth. Check to see that color does not come off on the cloth and that the color of the carpet is satisfactory after the area dries.

### 2. Check effect of shampoo brushes

Attach shampoo brushes to floor machine. Prepare a small amount of shampoo solution in the tank following directions on the shampoo container. Attach tank and guide the floor machine over a small area of the carpet. Let it dry. Examine carpet for change in texture. Some carpets or rugs with loop or twist pile show a change of texture when any cleaning appliance is used. If this change is not too great, it will not be apparent after the entire area has been shampooed.

The floor machine, used according to directions, will leave carpet clean and bright with a minimum of texture change. If these two tests have proven successful, proceed with the following steps.

### 3. Move furniture

Place plastic or aluminum foil pads under legs of furniture too heavy to move, so metal slides or wood finishes will not stain carpet. If furniture is moved back on damp carpet, place the pads under legs to avoid marks and rust stains.

### 4. Vacuum thoroughly

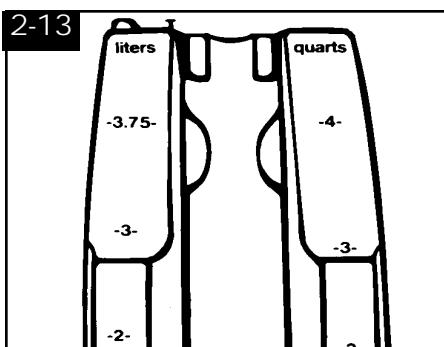
Vacuum carpet to remove dust, sand, and lint. The quality of the shampooing job depends, to a great extent, on how thoroughly the dirt is removed before shampooing.

## Using the floor machine

### 1. Attach shampoo brushes.

Shampoo brushes are very soft to protect fine rugs and carpet. Refer to Fig. 2-1 for attaching brushes to floor machine.

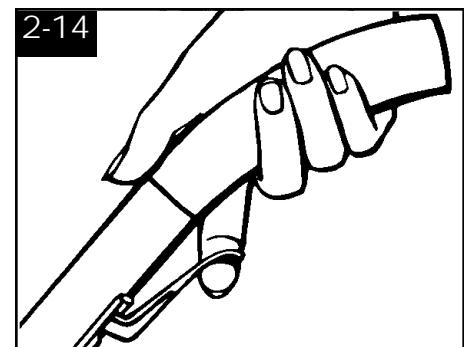
**Do not use power scrub and cleaning brushes on carpet or rugs.**



### 2. Fill tank

Prepare shampoo solution following directions on container. Fill tank according to the area being shampooed. The tank holds a maximum of 4 quarts (3.75 liters). Each quart (liter) of solution will shampoo an area approximately 3ft. x 9ft. (1m x 3m).

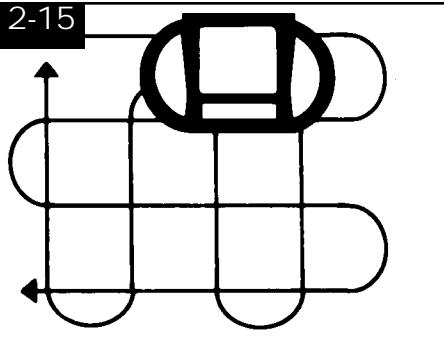
**CAUTION: Do not use all-purpose detergents, soaps or ammonia. They can cause colors to run and may damage carpet fibers.**



### 3. Shampoo carpet

Start at one end of the room and work toward a door so that it will not be necessary to walk on the damp carpet. It is recommended that an area 3 ft. x 3 ft. (1m x 1m) be shampooed before moving to another area. Start the floor machine by lowering the handle. Squeeze trigger intermittently to apply the solution. **Apply sparingly in order not to soak the carpet.** The type of fiber, surface texture, and height of pile will determine how much solution should be used. Guide floor machine slowly, slightly overlapping the strokes. Move forward and backward until the 3 ft. x 3 ft. area (1m x 1m) is covered with foam.

Continued →



Crisscross area to work foam uniformly into the carpet (see illustration) until the foam disappears. The final strokes over each area should always be in the same direction.

Repeat the process over another 3 ft. x 3 ft. area (1m x 1m), overlapping the areas by several inches. Continue until a 3 ft. (1m) length the width of the carpet or rug has been cleaned.

**4. Allow carpet to dry**  
 The length of time for drying varies; however, overnight drying is desirable whenever possible. The use of an electric fan to speed drying is helpful. If it is necessary to walk on the carpet before it is dry, place towels or white cloths on the traffic areas.

**If furniture must be replaced before the carpet is dry, use plastic or aluminum foil pads under legs of furniture so metal slides or wood finishes will not stain the carpet or rug.**

**5. Vacuum dry carpet**  
**Vacuum area thoroughly after it is dry to remove the dry detergent and the dirt loosened by the cleaning process.**  
 Frequent vacuuming during the first week after shampooing will enhance the appearance of the carpet.

## Using dry-cleaning compounds

The floor machine may be used to work dry-cleaning compounds or powders into carpet or rugs. Do not put these substances into the tank and be sure **shampoo brushes** are **dry**. Test a small area of carpet for colorfastness by sprinkling a small amount of powder and wiping with a white cloth. Then check for texture change by using floor machine with dry brushes in the same area. If color and texture are not affected follow directions on container for amounts to use and drying time.

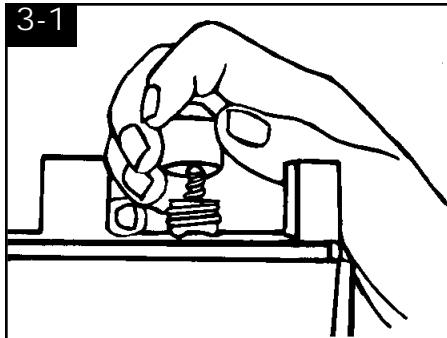
After the compound has dried, vacuum area thoroughly using a HOOVER vacuum cleaner for best results. Install a new disposable bag in vacuum cleaner to insure complete removal of cleaning compound and dirt. Frequent bag changes may be necessary when a powdered dry-cleaning compound is used.

## 3. Maintenance

Familiarize yourself with these home maintenance tasks as proper use and care of your appliance will ensure continued cleaning effectiveness.

### Splash guard

Wipe splash guard with dry cleaning fluid or liquid soap to remove wax and dirt after each use.



### Tank and tubing

Wash and rinse tank after each use. Occasionally unscrew the cap on the bottom of the tank and rinse cap with clear water to prevent clogging of the opening. Remove tubing occasionally to wash and rinse.

### Floor machine base

Remove brushes and dry bottom of floor machine with a paper towel or cloth before storing.

### Brushes

The brushes need to be washed in warm water and detergent to remove wax. Rinse well. Shake to remove excess water. To dry, place on paper towels with brushes turned toward towels. Let brushes dry before reattaching. To clean shampoo brushes, hold under warm water to remove any lint that has collected. Wash heavy duty cleaning and waxing pads the same way as brushes; rinse, and shake water from them.

### Soft cloth, felt and high luster polishing pads

The pads should be washed occasionally to remove wax. If the floor machine does not glide easily when buffing floors, it may be due to an accumulation of wax on the pads.

Pads should be washed in the same way as brushes. Shake the high luster pads several times while drying to restore fluffiness.

Let pads dry thoroughly before re-using. **The felt and high luster pads must be completely dry to polish floors.**



## 4. If you have a problem

If a minor problem occurs it usually can be solved quite easily when the cause is found by using the check list below.

### Problem: Floor machine won't run

#### Possible cause

Possible solution

- **Not firmly plugged in**
- Plug in firmly
- **No voltage in wall plug**
- Check fuse or breaker
- **Blown fuse/tripped breaker**
- Replace fuse/reset breaker

### Service

To obtain approved HOOVER service and genuine HOOVER parts, locate the nearest **Hoover Factory Service Center or Authorized Hoover Warranty Service Dealer (Depot)** by:

- checking the Yellow Pages under "Vacuum Cleaners - Household" OR -
- checking the list of Factory Service Centers provided with this cleaner OR -
- calling **1-800-944-9200** for an automated referral of authorized service outlet locations (U.S. only) OR -
- checking the Service section of The Hoover Company on-line at [www.hoovercompany.com](http://www.hoovercompany.com)

**Please do not** send your cleaner to The Hoover Company in North Canton for service, this will only result in delay.

If further assistance is needed, contact The Hoover Company Consumer Response Center, North Canton, Ohio 44720 Phone: 1-330-499-9499.

In Canada, contact Hoover Canada, Burlington, Ontario L7R 4A8, Phone: 1-800-263-6376.

Always identify your cleaner by the **complete** model number when requesting information or ordering parts. (The model number appears on the rear wheel cover.)

## Servicing of double-insulated appliances

This appliance is double insulated. In a double-insulated appliance, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be done only by qualified service personnel.

**Replacement parts must be identical to those parts being replaced.** A double-insulated appliance is marked with the words "DOUBLE-INSULATION" or "DOUBLE INSULATED". The symbol  may also be marked on the appliance.

## Lubrication

The motor is equipped with two sleeve bearings. These bearings contain sufficient lubrication for the life of the motor. The addition of lubricant could cause damage. **Therefore, do not add lubricant to either motor bearing.**

## Storage

Wrap cord around cord storage hook located at the bottom of the tank housing, and then around the trigger.

Store your floor machine in a cleaning closet or convenient place, ready for use. Hang it on the wall or remove brushes and store it with the handle in the upright position. Never store it on the brushes.

### Problem: Floor machine won't dispense solution

#### Possible cause

Possible solution

- **Tank valve clogged.**
- Unscrew cap on bottom of tank and rinse cap with water to clear blockage.

### Problem: Floor machine does not glide easily

#### Possible cause

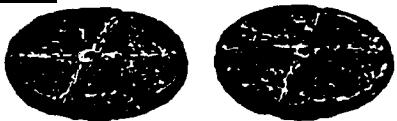
Possible solution

- **Brushes and pads not properly attached.**
- Attach brushes and pads properly.
- **Accumulation of wax on felt pads.**
- Wash and dry pads thoroughly.

# Accessories

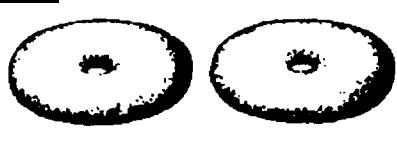
(Available at additional cost from Hoover Dealers (Depots), Hoover Factory Service Centers, by filling out the enclosed order form or through The Hoover Company on-line at [www.hoover-company.com](http://www.hoover-company.com))

4-1



**Steel wool pads** for applying solvent-base paste wax. Snap on over power scrub and cleaning brushes.

4-2



**High luster pads** for polishing floors. Snap on over power scrub and cleaning brushes.

# Floor care hints

Floors may be difficult to care for when not treated properly. Refer to the chart below for solutions to floor problems.

## Problem: Slippery floor

### Possible cause

Possible solution

- **Too much wax.**  
• Remove wax. Apply thin even coat.
- **Detergent not rinsed from floor.**  
• Remove wax. Rinse detergent from floor before waxing.
- **Floor not dry when wax applied.**  
• Remove wax. Let floor dry thoroughly before rewaxing.
- **Floor not polished properly.**  
• Polish with power scrub and cleaning brushes, then buff.

## Problem: Yellow or grayed floors

### Possible cause

Possible solution

- **Too many applications of wax.**  
• Clean and rewax floor. Apply thin coat of wax.
- **Too much wax in areas of light traffic.**  
• Clean and rewax floor. (Apply only one coat of wax in these areas.)

## Problem: Scratched floor

### Possible cause

Possible solution

- **Gritty dirt on floor.**  
• Clean and rewax floor. If floor is waxed, only wax gets scratched. (Use vacuum cleaner to remove dirt.)

## Problem: Black marks

### Possible cause

Possible solution

- **Scuffing from rubber heals.**  
• To remove from waxed floor dampen fine steel wool with wax and rub spots. Polish.

## Problem: Powdering of wax

### Possible cause

Possible solution

- **Self polishing wax applied over solvent-base wax.**  
• Clean and rewax floor. (Do not mix waxes.)
- **Floor not clean when wax is applied.**  
• Clean and rewax floor.

## Problem: Streaked floor

### Possible cause

Possible solution

- **Uneven application of wax.**  
• Clean and rewax floor. Apply wax evenly.
- **Heavy build-up of wax.**  
• Remove wax, then apply thin coat.
- **Applying one type of wax over another.**  
• Clean and rewax floor. (Use only one type of wax on floor.)
- **Floor not properly cleaned or rinsed.**  
• Clean and rewax floor.
- **Oil mop used on floor.**  
• Clean and rewax floor. (Do not use oil mop on waxed floor.)